

Enterprise Incident Report Nov 2010

As of 12/1/2010

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Board of Pardons and Parole	12	12
	11	11
Customer Company Total	12	12
	11	11

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	12 0	12 0
Customer Company Total	12 0	12 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Board of Pardons and Parole	12 0.00	12 0.00
Customer Company Total	12 0.00	12 0.00

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Board of Pardons and Parole	12 0	12 0
Customer Company Total	12 0	12 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Board of Pardons and Parole	12 0.00	12 0.00
Customer Company Total	12 0.00	12 0.00

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Detail

INC000000213805	Tammy Hart Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Medical Tracking Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216092	Dave Franchina Metro C Help Desk	None Chuck Wilson	None Board of Pardons and Parole	Offender Tracking Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216115	Sherri Casey Security	Application Garry Gregson	Error Board of Pardons and Parole	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000216285	Megan Flox Security	Application Garry Gregson	Error Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217588	Kent W Jones Metro C Help Desk	Network Ross Owen	Incident Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217652	Jennifer Bartell Metro C Help Desk	Network Ross Owen	Performance Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219291	Tatiana Karaivanova Security	Application Garry Gregson	Error Board of Pardons and Parole	Navision Offender and Recipien Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221107	Angela Micklos Metro C Help Desk	Network Chuck Wilson	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222966	Jesse Gallegos Security	None Loren Snodgrass	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000223301	Cathy A Charlesworth Metro C Help Desk	Network Ross Owen	Password Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000225883	Alan Walker Metro C Help Desk	Application Reed Stohel	Error Board of Pardons and Parole	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000226433	Shelly Pierce Security	None Loren Snodgrass	None Board of Pardons and Parole	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00